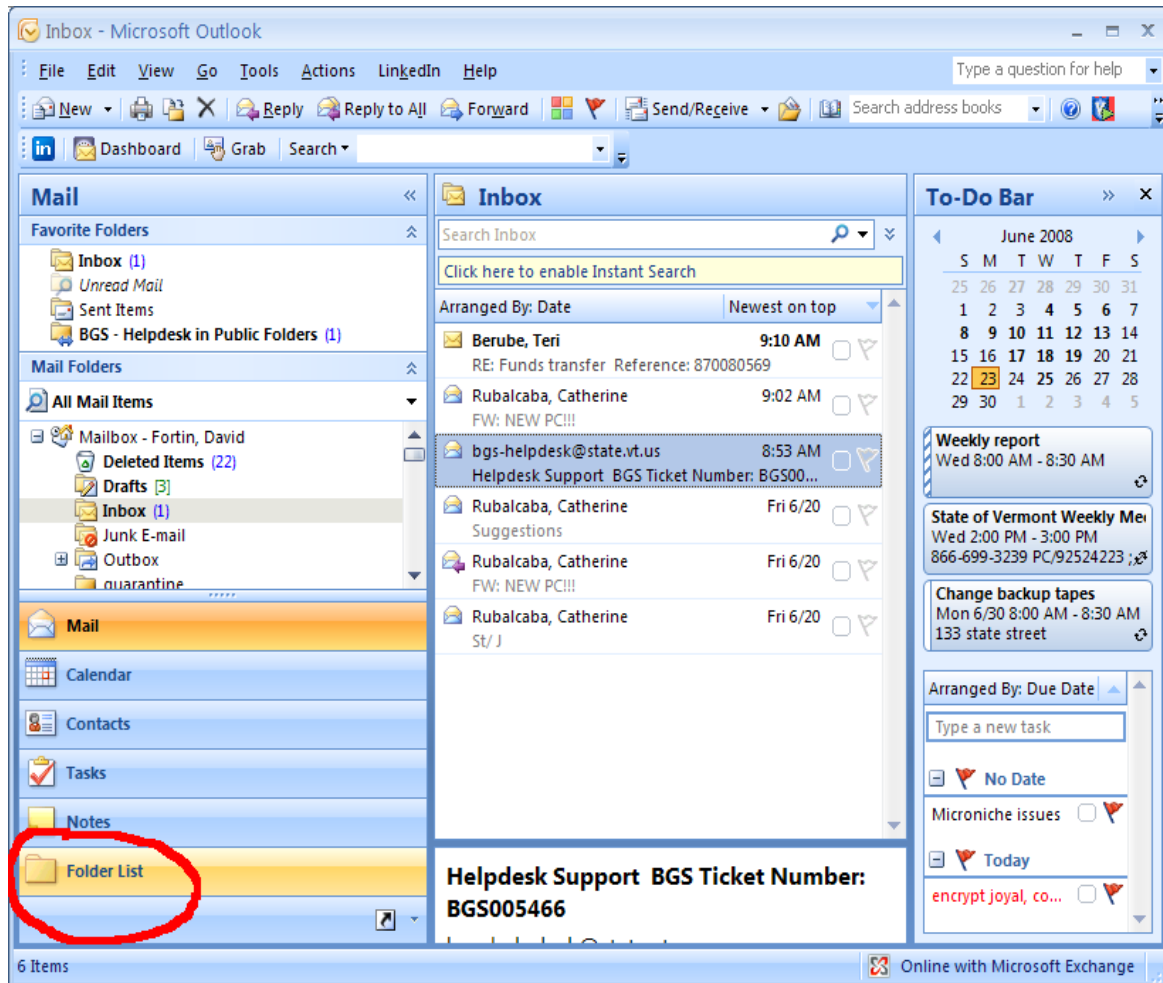


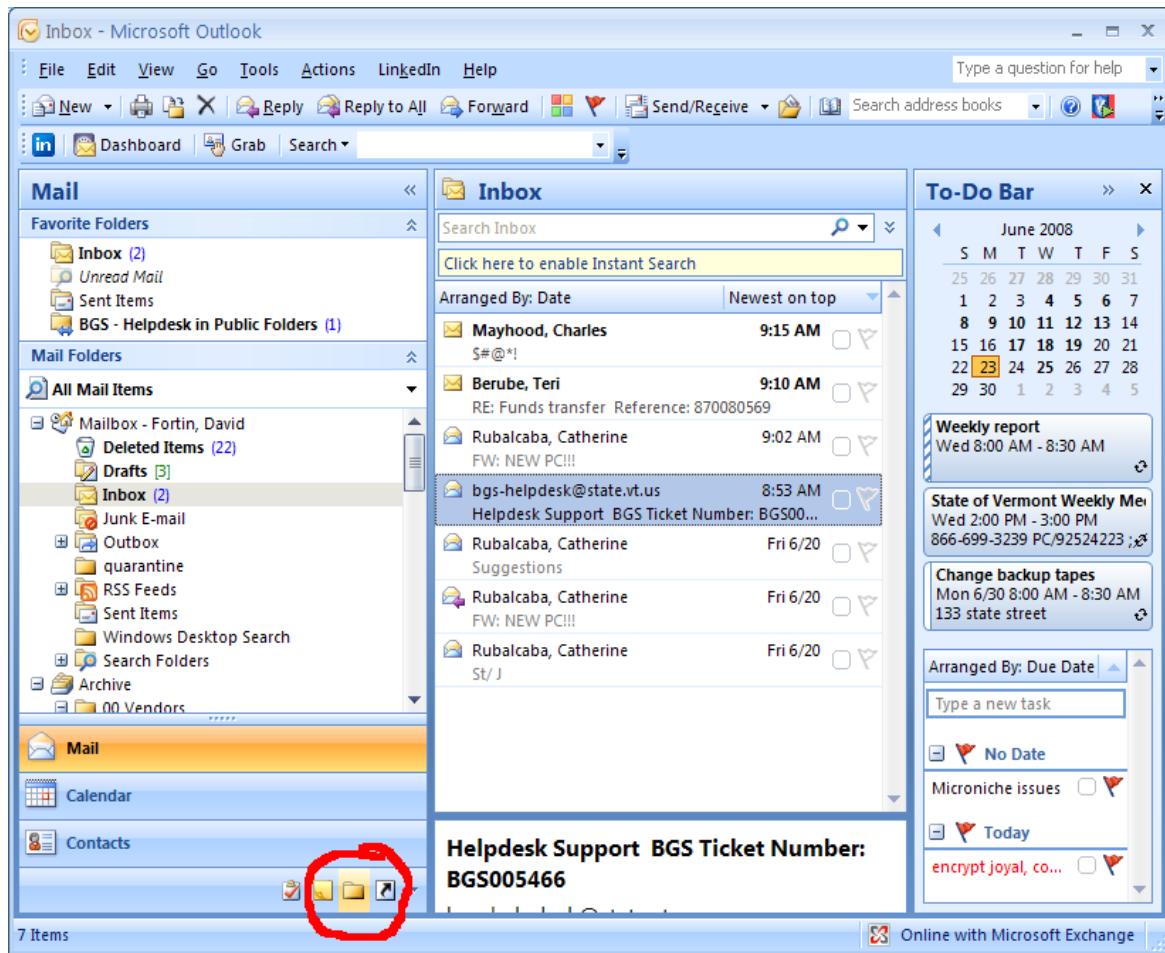
Since the SPAM filter change that DII made, we have seen a lot more SPAM in our inboxes, and we thought that it might be a good idea to show everyone how to drop email messages into the SPAM-COMPLAIN folder in public folders.

1. Click the “FOLDER LIST” icon on the left hand side of your outlook client. It can be found at the bottom of the category view, or below the category view appearing as a small yellow folder icon.

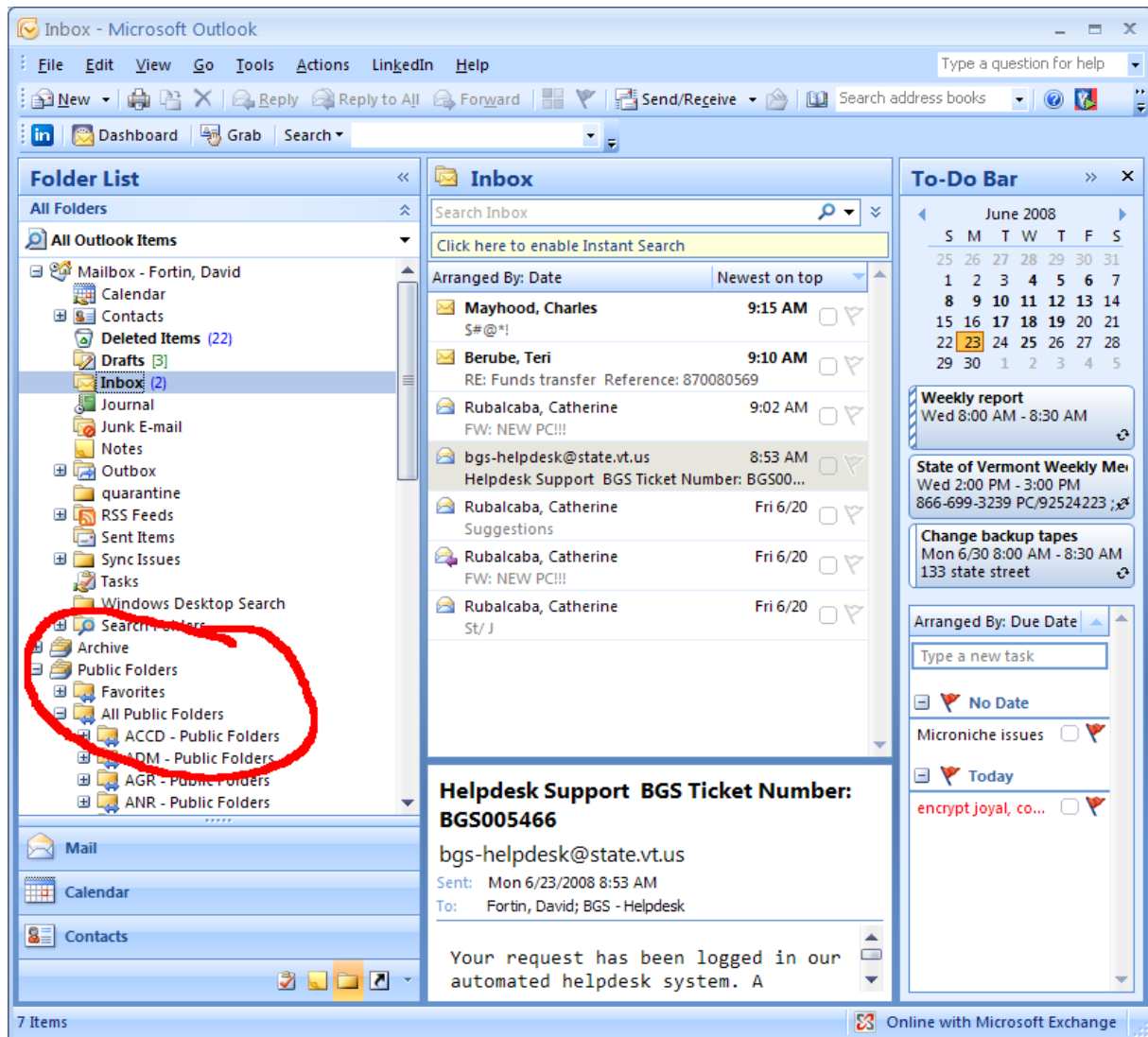
If that is a little confusing, see the next two screenshots.



Or...



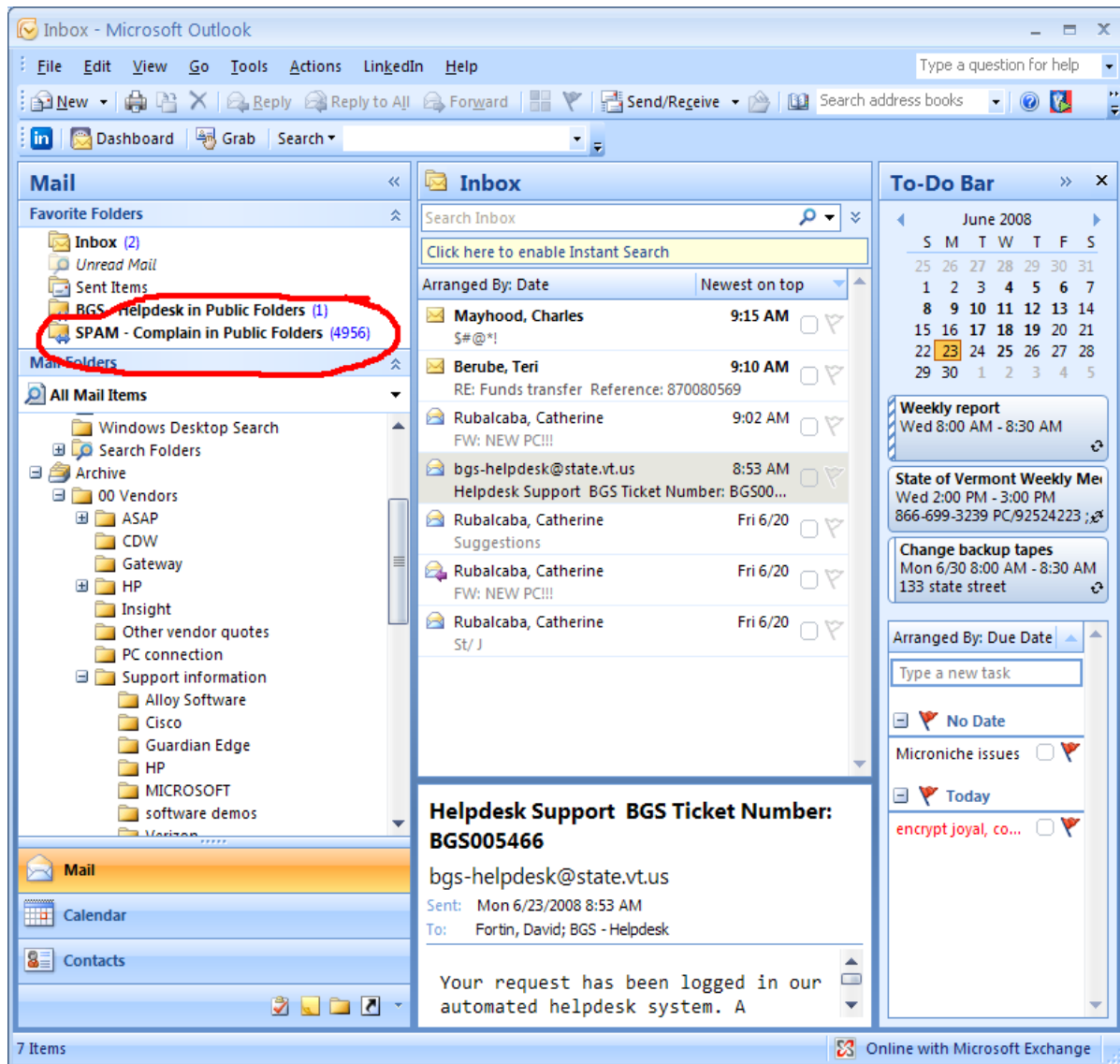
After you click the Folder List icon, at the bottom of your outlook folder tree, you should see "PUBLIC FOLDERS." Expand "Public Folders" by clicking the little plus (+) symbol next to it, then expand "All Public Folders" as well to view the entire list of Public Folders. (see next screenshot)



After you have expanded “All Public Folders,” scroll down the list until you see a “SPAM – COMPLAIN” folder, and right click it, then click “Add to Favorites.” When you select “Add to favorites,” you will see a window asking you to name the folder. Just accept the suggested name by clicking “OK.”

Then scroll back up to the favorites folder just below the root of “Public Folders” and expand it. You should now see “SPAM – Complain” listed there. Right click it again and select “Add to Favorite Folders”.

When you click back on the MAIL category on the lower left hand side of your outlook client, you should see the SPAM – Complain folder listed at the top above your mailbox as seen in the next screenshot.



Now, anytime you get a message that is SPAM, just drop it in the SPAM – Complain Folder!

If you have any questions about this, please email BGS-helpdesk@state.vt.us or create a ticket online by clicking on the "BGS Help Desk" link in your favorites, or navigate to this page:
<http://bgs-helpdesk/selfservicedesk>